

CLASS TITLE: **Dispatch Clerk / In Charge**

CHARACTERISTICS OF THE CLASS: Under general supervision, the class functions as a lead worker, assisting in monitoring the work of Dispatch Clerks engaged in receiving and relaying information to field personnel; and performs related duties as required.

ESSENTIAL DUTIES: Prepares works schedules and makes staff assignments, subject to supervisory approval; operates telephone, two-way radio and computer equipment to dispatch field personnel and relay information regarding work assignments; monitors radio and telephone communications and responds to requests for information between the central office, supervisors and field crews; accesses computerized records to obtain information requested by field staff; enters data reported from the field onto computerized data bases to update records; monitors and tracks work location and availability of field personnel and makes reassignments as necessary; maintains a daily log of dispatched work assignments and communications with field personnel; trains staff on operating procedures and the use of dispatching equipment; prepares and maintains work activity reports.

RELATED DUTIES: Performs office clerical duties including filing, maintaining work records and preparing routine reports; represents supervisor at departmental staff meetings as directed.

MINIMUM QUALIFICATIONS:

Training and Experience. Two years of progressively responsible experience in relaying information using a two-way radio or telephone, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Good knowledge of radio and telephone equipment used in dispatching operations. Good knowledge of the city's geography, including streets and location of city facilities. Knowledge of departmental operations. Good knowledge of communications protocol.

Ability to plan and coordinate work activities of staff. Ability to speak and communicate clearly. Ability to operate a two-way radio, telephone and related dispatch equipment. Ability to operate a personal computer.

CLASS TITLE: **Dispatch Clerk / In Charge** **(Cont'd)**

Skill in the use of dispatch equipment. Good oral and written

communication skills. Working skill in operating personal computers.

Working Conditions. General office environment.

Equipment. Two-way radios, telephones and other dispatch communications equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

February, 2003
City of Chicago
Department of Personnel

